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Bib Data Sheet

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<b>SERIAL NUMBER</b> 10/043,756	<b>FILING DATE</b> 01/09/2002 <b>RULE</b>	<b>CLASS</b> 705	<b>GROUP ART UNIT</b> <del>2183</del> 3623	<b>ATTORNEY DOCKET NO.</b> 100110217
<b>APPLICANTS</b> Christopher D. Farnes, Spokane, WA; Lynda D. Davis, Boise, ID; Ross A. Goodwin, Santa Rosa, CA; Thomas B. Rideout, Snohomish, WA;				
<b>** CONTINUING DATA *****</b> -none- PC				
<b>** FOREIGN APPLICATIONS *****</b> -none- PC				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 02/07/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Verified and <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Acknowledged <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after		<b>STATE OR COUNTRY</b> WA	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 20
Examiner's Signature <i>PC</i> Initials <i>PC</i>		<b>INDEPENDENT CLAIMS</b> 3		
<b>ADDRESS</b> HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, CO 80527-2400				
<b>TITLE</b> Method and system for implementing total customer experience action planning				
<b>FILING FEE RECEIVED</b> 740	<b>FEES:</b> Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	